

# Annual Report 2020



**Presbyterian  
Support**  
Northern





We're there for whānau and communities when they need us. Together, we can transform generations.

*Kei reira a PSN mo te whānau me ngā hapori e hiahia ana rātou ki a maatau. Ka taea e tātau te whakarereke i ngā whakatupuranga.*

## Who we serve

### *Ko Wai te mahi*

When whānau and communities need us, we are there to support them. Our doors are always open to anyone whose life has been impacted by harm, distress, loneliness or instability.

## What sets us apart

### *He aha te rereketanga o tātau*

We provide clients with a unique combination of social services, through our well-regarded brands of Shine, Family Works and Lifeline. We also have a long history of supporting those who are aging, or with a health and disability issue, to live their best lives through our Enliven service.

As a faith-based organisation with a proud heritage, we have a strong sense of 'social mission', and facilitate innovative, community-led initiatives at the grass-roots. We also work with corporate organisations to mobilise real change in their communities and with their staff and customers.

## Our Vision:

A better life for everyone.

## Our Mission:

To enable positive change in our communities by:

- providing high-quality services that achieve results
- working effectively with others
- actively supporting community initiatives.

## Our Purpose:

To be there for whānau and communities when they need us. With the goal of together, transforming generations.

## Our Values:

At the heart of our work, we act with:



### **Compassion**

*Ma te huruhuru ke rere te manu*  
Feathers allow a bird to fly



### **Hope**

*Muria te Pono*  
Believe in yourself



### **Tangata Tiriti**

*Inā kei to mohio koe ko wai koe,  
anga Mai koe I hea, kei te mohio koe,  
kei te anga atu ki hea*

If you know who you are and where you are from, then you will know where you are going



### **Partnership**

*He Aha te mea nui o te Ao, He Tangata,  
he tangata, he tangata*

If you were to ask me what is the most important thing in this world I would answer, it is people, it is people, it is people!



### **Integrity & Trust**

*He Aroha whakatō, he aroha poto mai*  
If kindness is sown then kindness you shall receive

# Message from the Chair & Chief Executive

Being there for more people was our goal for the year – however it ended up being a necessity!

We want to have more impact on the lives of those with whom we are privileged to walk alongside. We started the year with a strong commitment to strengthening our whānau-centred practice and freeing up our frontline staff by improving our systems and processes.

We made good progress, but the flow-on effects from a nation in lockdown saw a massive uplift of people in crisis, distress and experiencing harm. Requests for food parcels from our Foodbank almost doubled in the first month and have continued well above previous levels; our Lifeline counsellors received an immediate 20% increase in calls which has been ongoing; and we have seen similar sustained increases in people experiencing family violence by our Shine and Family Works teams. Not only were there more people in need, but the complexity and intensity of their needs was far greater than we have seen before.

Our Enliven staff continued delivering as much of their essential work as was safe and possible over this period, supporting our older citizens and those with disabilities – many of whom were frail and with health and other conditions.

It has been a challenging year financially with the impact of COVID-19 on income, as well as on balancing cost pressures. In response to this shock, PSN has reported a small deficit which is well within the organisation's to cover in these unprecedented times. The Board and Leadership team are committed to ensuring that PSN operates sustainably in the long term.

This year also marked the end of an era, with our long-standing Chair and Board Trustee, Fepulea'i Margie Apa stepping down as Chair from February, and leaving the Board in August, ensuring a smooth transition to PSN's new Chair, David Hansen. Margie has been the representative of the Presbyterian Pacific Synod on the PSN Board for 14 years. She held the role of Chair for nearly six years.

We honoured Margie for her significant contributions to PSN at the August Board meeting. Margie has been a guiding light to PSN, always ensuring we lead by our hearts and our Purpose. This is also exactly why so many of our staff say they have chosen to work for PSN and our family of services (Enliven, Family Works, Shine and Lifeline).

Margie herself noted that PSN is a special organisation that has a unique ability to transform the lives of people when they need us. She shared that, over the years, the feedback she has consistently received from clients is that PSN staff are known for their compassion and commitment.

We have been truly blessed to have Margie guide us, and she will be missed.

We also farewelled Rev Amiria Te Whiu, who brought a deep cultural and spiritual perspective to our governance. Amiria was the representative of Te Aka Puaho, the Maori Synod, and also provided chaplaincy to the organisation. We welcomed Nigel Little and Barbara Imlach to the Board in December 2019. Both have rich experience in the corporate world and add strategic and financial strength to the Board.

We are extremely proud of our wider PSN team. Their compassion for others and commitment to our Mission is outstanding. We also acknowledge our supporters and funders as that generosity of spirit at this time, through the provision of food, donations and other practical support made a real difference to the lives of those who were anxious, at risk or struggling. Thank you.

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## Planning for the future

During this unusual time, we also embarked on a 'refresh' of our PSN Strategy. Earlier work on our Culture highlighted that our staff are extremely passionate about their work but find it difficult sometimes to see how what they do connects with our other PSN Services.

*Ehara taku toa I te toa takitahi engari he toa takitini*

**My valour is not that of an individual but of a multitude**



As a Board and Leadership Team, we determined that our Mission, Vision and Values remain, but we can do more to understand and optimise what we do now and better tell the story of how the parts of PSN contribute to the whole.

Coming from this work, our Purpose 'to be there for whānau and communities when they need us' and our bold goal of 'together, transforming generations' emerged.

During the year, we honed our focus for the next few years as:

**Integrate:** Make sure our clients and their whānau can draw from all our social services (Shine, Family Works and Lifeline) no matter which door they come in.

**Innovate:** Chart the path forward for home and community support, especially in at-home dementia services, and carer respite.

**Collaborate:** Build relationships of depth that enable us to extend our reach and impact, with a particular emphasis on Māori and Iwi organisations.

**Optimise:** Streamline how we work to free up more time for our frontline staff to be there for when whānau and communities need us.

**Nurture:** Honour and grow our most important gift: our amazing staff.

PSN is in a unique position to positively impact the lives of more people who need us. We have a proud heritage of faith-based service, a deep-rooted commitment to excellence, an unwavering purpose, and a group of talented, compassionate staff who are driven by what they do. We again thank them and you for the support, guidance and aroha that has been extended. We also thank our clients and their whānau who trusted us and let us into their lives.



**David Hansen**  
Chair



**Denise Cosgrove**  
Chief Executive



*Our Family Works Social Worker has learnt alongside us with our cultural needs and the children and I trust her. I want to thank Family Works for all their support with my children returning home and staying home with us.*

*I know that at any time if I need more support I can come to Family Works.*

CLIENT STORY

# The Year in Review

## The lives we touched: Our Impact

**103** women given a safe place to stay by Shine

**776** primary school children supported by our Family Works' Social Workers

**252** men participated in Shine's No Excuses non-violence programmes

Nearly **130,000** calls received by Lifeline

**570** attendees at our Enliven Day Services

**2,511** safety plans put in place with at risk people by Lifeline

Just on **350** food parcels distributed during Covid-19 Lockdown in April

**11,240** clients worked directly with our Family Works team

**4,869** older people and those with disabilities supported in their homes by Enliven

## With

**96%** of Family Works' clients felt their time with us was well spent

**96%** of Bay of Plenty Enliven clients believe Enliven helps them to stay in their own home





# What we achieved

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## Leading-edge services for whānau

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We made continued improvements in our professional practice, especially in Shine.

We extended our knowledge and experience in Dementia services, working in partnership with Auckland University on research; and Haumaru Housing and others on new ways of working. We also gained accreditation as a Dementia Friendly Organisation.

Our offerings to business expanded, with more DVFREE and Lifeline Business Services provided. During Covid-19, we quickly developed a suite of online training programmes to support businesses with their remote-working staff and vulnerable clients.

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## Strong relationships & collaboration

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We worked closely with our sector colleagues in both the Family Violence, and suicide prevention and mental wellbeing virtual support areas, especially the National Collective of Independent Women's Refuges, Homecare Medical and Youthline.

We started to build engagement with Iwi and Māori Organisations, seeking to support them in their work and with their whānau. Early work has begun on co-developing kawenata (agreements) with them.

Our key stakeholders were invited to provide feedback on our relationships with them. They told us we have a track record of success, well-regarded staff and the potential to have a greater 'voice'.

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## Working with communities

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We continued our important Mission work with grass-roots communities: in Taneatua, with their community garden; with Waiariki Whānau Mentoring, supporting them in their mahi with communities on the fringe (gangs); and with the Auckland Presbyteries and schools on our Foodbank and 'Communities Feeding Communities' initiatives.

We designed an innovative 'pay it forward' Community Activation programme for Lifeline to provide natural community enablers (e.g. the barber, the barista, the butcher) with the skills to support those in their local community experiencing anxiety, distress or feeling isolated or lonely.

With the huge generosity of so many, we distributed our largest ever number of Christmas gifts. More than 4,000 children and families received a gift to bring joy to their Christmas.

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## Developing our People

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We took a long look at our Culture and identified there is more we could do to support and value our people. Throughout the lockdown, we made 'keeping connected' our goal, and stood up a Wellbeing approach, including an internal staff helpline for our staff and their whānau.

Health and Safety has been a top priority for us in 2020, starting with the development of a strategic risk profile which identified our lone and vulnerable workers, and vicarious trauma, as areas for immediate focus. We now have fully monitored panic buttons for our Shine and Family Works staff who may be in situations of risk, with rollout to our Enliven team timed for the wider release of their new case management technology. We also stepped up professional supervision and debriefing to reduce the potential for staff who are exposed to challenging client content from developing or retriggering their own distress.

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## Staying strong & credible

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Led by the Board, we refreshed our PSN Strategy, resulting in a clearer sense of our strategic direction and priorities in the medium term. Work on bringing our leaders and staff with us, and aligning our annual priorities began late in the year.

We continued to make progress on many of our Information Technology priorities, including standing up new remote communication technologies during lockdown. However we made less progress than we wanted with our major case management system replacement project for our Enliven Support Workers.

We sought an independent 'deep dive' into our organisational operating and central support costs, and undertook future scenario planning on the impacts of the pandemic. This work informed our strategy, and will be a key focus for the coming year.







# Financials

## Statement of revenue and expense

For the year ended 30 June 2020

<i>in New Zealand Dollars</i>	Note	2020 \$000	2019 \$000
<b>Revenue</b>			
Service income		51,664,437	52,448,479
Investment income		2,094,426	2,268,987
Grants and donations income		2,411,777	3,451,747
Interest income		157,999	265,493
Rental income		447,368	460,355
<b>Total revenue</b>		<b>56,776,007</b>	<b>58,895,061</b>
<b>Expenditure</b>			
Employee expenses		(50,681,435)	(51,508,435)
Administrative expenses		(6,055,828)	(4,965,705)
Occupancy expenses		(1,864,528)	(1,747,466)
Vehicle expenses		(944,535)	(1,129,977)
Depreciation and amortisation	7,8	(461,417)	(482,529)
<b>Total expenditure</b>		<b>(60,007,743)</b>	<b>(59,834,112)</b>
<b>Net operating surplus/(deficit)</b>		<b>(3,231,736)</b>	<b>(939,051)</b>
Share in the surplus/(deficit) of associate	9	154,926	(122,991)
Bequest income		2,046,060	1,369,777
<b>Surplus/(deficit) for the year</b>		<b>(1,030,750)</b>	<b>307,735</b>

If you would like a full set of these accounts, please email [supporter.relations@psn.org.nz](mailto:supporter.relations@psn.org.nz)

## Presbyterian Support Northern Board of Trustees 2019-2020

### David Hansen

Chair from 20 February  
Northern Presbytery, (North Shore)

### David Boswell

Deputy Chair  
Northern Presbytery (Central)

### Margie Apa

Chair until 20 February  
Representative for Pacific Island Synod

### Rev. Amiria Te Whiu

Trustee, Te Aka Puaho  
until 20 February

### Robyn Corrigan

Independent Trustee

### Jeremy Fleming

Independent Trustee

### Nigel Little

Independent Trustee

### Barbara Imlach

Trustee  
Northern Presbytery

### Angela Sanson

Trustee  
Kaimai Presbytery, Waikato



## Statement of other comprehensive revenue and expense

For the year ended 30 June 2020

<i>in New Zealand Dollars</i>	Note	2020 \$000	2019 \$000
<b>Other comprehensive revenue and expense</b>			
Unrealised gain on investments		2,494,907	4,578,211
Share in the revaluation gain/(loss) of associate	9	389,715	(154,864)
Revaluation gain on land and buildings	7	-	-
<b>Total other comprehensive revenue and expense</b>		<b>2,884,622</b>	<b>4,423,348</b>

## Statement of financial position

As at 30 June 2020

<i>in New Zealand Dollars</i>	Note	2020 \$000	2019 \$000
<b>Assets</b>			
Cash and cash equivalents	4	13,064,510	10,704,528
Receivables and prepayments	5	4,307,362	4,708,320
Term investments		265,668	265,668
<b>Total current assets</b>		<b>17,637,540</b>	<b>15,678,516</b>
Prepaid investment	6	1,800,000	
Investments	6	79,848,175	80,095,617
Investment in associate	9	12,683,636	12,138,995
Property, plant and equipment	7	7,241,252	7,221,314
Intangible assets	8	71,484	119,106
Other assets	10	657,333	257,653
<b>Total non-current assets</b>		<b>102,301,880</b>	<b>99,832,685</b>
<b>Total assets</b>		<b>119,939,420</b>	<b>115,511,201</b>
<b>Liabilities</b>			
Payables and accruals	11	(1,831,523)	(1,482,992)
Employee entitlements		(6,365,872)	(5,821,817)
Income received in advance		(1,246,180)	(1,201,498)
Client funds	12	(4,462,068)	(2,824,988)
<b>Total current liabilities</b>		<b>(13,905,643)</b>	<b>(11,331,295)</b>
<b>Net assets</b>		<b>106,033,778</b>	<b>104,179,906</b>
<b>Equity</b>			
Accumulated funds		56,430,118	61,155,484
Inflation reserve		14,737,727	13,089,171
Investment revaluation reserve		26,573,378	23,688,756
Property revaluation reserve		1,599,335	1,599,335
Bequest income reserve		6,693,220	4,647,160
		<b>106,033,778</b>	<b>104,179,906</b>

# Our Services



## Enliven Maximises Independence

Enliven assists older people and those with disabilities to live in their own homes, stay healthy and engage socially with others. Our Individualised Funding Service supporting people with disabilities has continued to grow and during Covid, our team ensured clients received information and the Personal Protective equipment they needed to be safe.

Although Day Programmes had to stop during Covid, the Enliven team undertook regular welfare and health checks by telephone. This enabled anyone who needed extra support to be identified. These checks continued until programmes were able to re-open at Level 2.



## Lifeline's goal is to reduce personal distress, enable positive change and save lives

Lifeline works to ensure that there is someone to turn to – someone who will listen – when someone is in distress. There are currently 190 trained volunteers and 56 helpline counsellors working each day with clients. Lifeline also trains around 100 volunteers a year.

During the lockdown period, counsellors worked from home maintaining contact with callers as they dealt with the increased loneliness, isolation and depression that the Covid pandemic brought.



## Shine helps victims of domestic violence

Shine helps thousands of adult and child victims of domestic violence to feel safer through safety planning, advocacy and refuges. We also support hundreds of men who have used abuse, to change their behaviour.

While reported crime overall was down during the Covid-19 lockdown, Shine saw an escalation in high risk incidents with victims receiving more serious injuries. Advocates carried out most of their work by phone. With the refuges in lockdown, emergency accommodation was found. Collaboration with other agencies and individuals such as lawyers, who had more capacity due to the lockdown, was at all-time high.



## Family Works Northern - Strengthening Families to Thrive

Family Works Northern works to build safe, strong and connected families. Our social services help children, young people and families feel supported and included in their communities.

To meet these challenges, the teams worked creatively alongside their clients to address a range of needs including food, housing safety, anxiety and communication.

### Healthier Relationships after Separation

The Family Works Resolution Service helps parents who are separate, or separating, and their families, guardians and caregivers to find solutions to issues which arise. During Covid, the FWRS team adapted to delivering coaching and mediation using video technology.



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## PSN Foodbank

With the demand for food parcels growing exponentially due to lockdown we developed a community initiative to help families feed themselves. Communities Feeding Communities was developed with the Foodbank working alongside Saint Kentigern School, Northern Presbytery, local Presbyterian Churches and PSN Social Workers in Schools.

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## Financial Mentoring Service

This PSN Auckland-based financial mentoring service supports people who need help to manage their money, become debt-free or simply want to learn how to be smarter with their money. It is there to help those who struggle with money become financially independent.

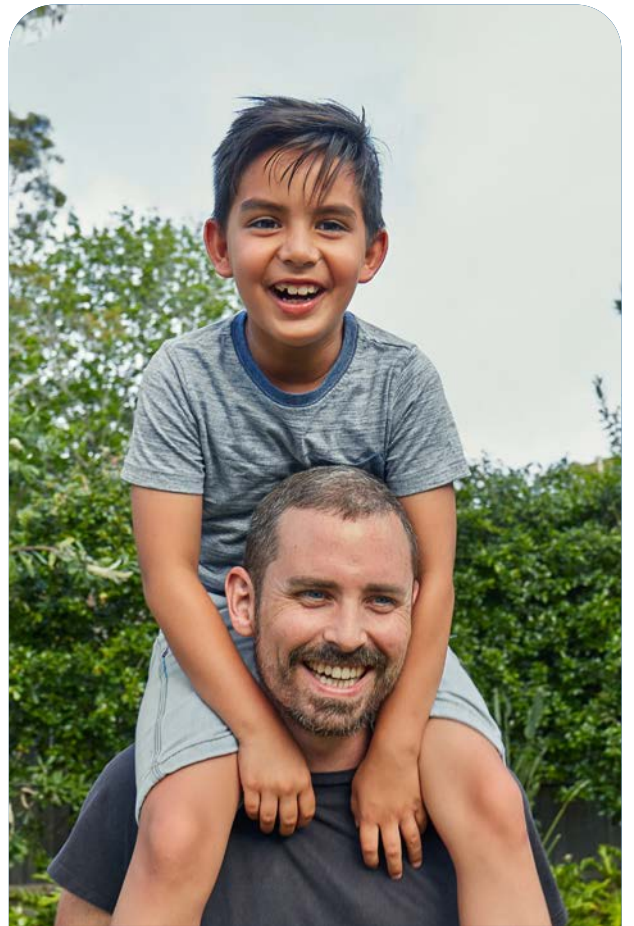
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## Community Initiatives

The Taneatua Te Taurahere Whatumanawa works alongside PSN with Presbyterian Church Aotearoa NZ, Te Aka Puaho (The Maori Synod) and other community groups to bring about social transformation. The main project this year was the Hughes Place Food Production Project which is a community led development helping people feed themselves during Covid 19 restrictions.

PSN also supports Waiariki Whānau Mentoring working with communities who are disconnected from social services and who benefit from the marae based programmes, advocacy, mentoring, coaching and pastoral care.

*Ki reira hei tautoko I te  
Whānau me ngā hāpori  
I roto I a rātau hearenga*  
**To be there to support  
whānau and communities  
when they need us**



**Life is not getting easier  
for most of the people we  
have worked with during  
this difficult year.  
We could really do with  
extra financial support.**

### **You can help us by:**

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Making a donation or a monthly donation. Our bank account number is:

**06 0101 0075933 18**

Please include your name and your preferred area of funding in the reference fields.

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You can also make a credit card donation by visiting our website  
**[psn.org.nz/donate](https://psn.org.nz/donate)**

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We would like to keep in touch with you to let you know how we are using your donations, so could you please send your contact details to  
**[supporter.relations@psn.org.nz](mailto:supporter.relations@psn.org.nz)**  
and we will ensure you are kept up to date with our activities.

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*“When I lifted the pen, I was filled with emotions and a thousand words. Especially for me, a person with poor English, I do not know what words to use to express my gratitude. Since the unfortunate violence, I came to your refuge and my daughter and I left our home, and the only people we know. We have lived here at the Refuge for two months and nine days. Every day I feel the love, the care and help for myself and my daughter. All that happened at Refuge made me love New Zealand again, and gave me a chance to understand Shine. Tomorrow is the day when we leave. I know that it is time for me to start again. I hope that one day in New Zealand I can also help people in need like you do.”*

CLIENT STORY



## Thank you to all our supporters.

Without the support of our community, PSN would not be able to undertake all of the work we do.

A special thank you to the many individuals, corporates and organisations who provide financial support. It is only through the support of thoughtful people like you that we are able to break the cycle of disadvantage.

Many people left us bequests during the year for which we are very grateful.

***We would also like to thank:***

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A.H. Norrie Memorial Trust

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Cameron & MacAulay Trust

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Margaret Tudor South Charitable Trust

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The Presbyterian Church Property Trustees

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Whitelaw-Peacock Endowment

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Auckland Council

---

B & J Murray Trust

---

Barney and Patsy McCahill Charitable Trust

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C.R. Stead Trust

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Foundation North

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Good Shepherd New Zealand

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J A Redwood Charitable Trust

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Jones Foundation

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Maurice Carter Charitable Trust

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Margaret & Huia Clarke Trust

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Nib Foundation

---

Otago Community Trust

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Simplicity Charitable Trust

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Sir John Logan Campbell Residuary Estate

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Snowden Watts Charitable Trust

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Good Shepherd New Zealand

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The Tindall Foundation

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Z Good in the Hood

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Trust Waikato

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Blue Sky Community Trust Ltd

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Constellation Communities Trust Ltd

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The Four Winds Foundation Ltd

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Lottery Grants Board - Northland

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Mt Wellington Foundation Ltd

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The Southern Trust

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# Presbyterian Support Northern covers upper North Island, working with communities from Turangi to Whangarei.

For more information on services in your area, contact:

## PRESBYTERIAN SUPPORT NORTHERN

### Support Office

111 Great South Road, Epsom, Auckland 1051  
PO Box 99890, Newmarket, Auckland 1149  
P: 09 520 8600

### Foodbank St. David's Church Complex

70 Khyber Pass Road, Grafton, Auckland 1023  
P: 09 309 2054

## ENLIVEN

### Enliven Auckland

77 Grey Street, Onehunga, Auckland 1061  
P: 09 622 4788 E: enlivenauckland.info@psn.org.nz

### Enliven West and North

2171 Great North Road, Avondale, Auckland 0600  
P: 09 822 5115 E: enlivenwaitemata@psn.org.nz

### Enliven Counties Manukau

217 Weymouth Road, Manurewa, Auckland 2102  
P: 09 269 0112 E: enlivencounties.info@psn.org.nz

### Enliven Waikato

22 Delamare Road, Saint Andrews, Hamilton 3200  
P: 07 850 9417 E: enlivenwaikato@psn.org.nz

### Enliven Tauranga

Chadwick House  
250 Chadwick Road, Tauranga 3112  
P: 07 579 6125 E: enliventauranga@psn.org.nz

### Enliven Rotorua

Suite 3, 48 Biak Street, Rotorua  
P: 07 349 3162 E: enlivenrotorua@psn.org.nz

### Enliven Taupo

Tauhara Wing, Waiora House, 129 Spa Road, Taupo 3330  
P: 07 378 0762

### Individualised & Enhanced Individualised Funding

All areas P: 0800 433 654 836 E: Ifenliven@psn.org.nz

## FINANCIAL MENTORING SERVICES

### Auckland Central

111 Great South Road, Epsom, Auckland 1051  
P: 09 520 8600 E: budgeting@psn.org.nz

### Auckland West

2171 Great North Road, Avondale, Auckland 0600  
P: 09 835 1288 E: budgeting@psn.org.nz

### Manurewa

10 Mahia Road, Manurewa, Auckland 2102  
P: 09 269 1009 E: budgeting@psn.org.nz

## FAMILY WORKS RESOLUTION SERVICES

111 Great South Road, Epsom, Auckland 1051  
P: 0800 737 6583 E: support@resolution.co.nz

## FAMILY WORKS NORTHERN

### Auckland Central - Leslie Centre

37B Dornwell Road, Mt. Roskill  
09 639 2016 E: admin.lesliecentre@fwn.org.nz

### Auckland North Shore Mairangi & Castor Bays Presbyterian Church

10 Penzance Road, Mairangi Bay  
P: 09 835 1288 E: admin.waitakere@fwn.org.nz

### Auckland South - Te Hononga

10 Mahia Road, Manurewa, Auckland 2102  
P: 09 269 1009 E: admin.tehononga@fwn.org.nz

### Auckland West

2171 Great North Road, Avondale, Auckland 0600  
P: 09 835 1288 E: admin.waitakere@fwn.org.nz

### Rotorua

48 Biak Street, Mangakakahi, Rotorua  
P: 07 349 0990 E: admin.rotorua@fwn.org.nz

### Taupo

Tauhara Wing, Waiora House, 129 Spa Road, Taupo 3330  
P: 07 378 6480 E: admin.taupo@fwn.org.nz

### Tauranga

Hillier Centre, 31 Gloucester Road, Mt Maunganui  
P: 07 575 9709 E: admin.tauranga@fwn.org.nz

### Waikato

Te Ara Hou, 100 Morrinsville Road, Hamilton  
P: 07 858 4413 E: admin.waikato@fwn.org.nz

### Whakatane

156 The Strand, Whakatane  
P: 07 307 1133 E: admin.whakatane@fwn.org.nz

### Whangarei (Genesis Centre)

16 Mair Street, Regent, Whangarei 0112  
P: 09 437 6729 E: admin.whangarei@fwn.org.nz

## SHINE

PO Box 90279, Victoria Street West, Auckland 1142  
P: 09 815 4601 Helpline: 0508 744 633  
E: enquiries@2shine.org.nz

### Shine refuges in auckland

For information call 0508 744 633

## LIFELINE AOTEAROA

95 Great South Road, Greenlane, Auckland 1051  
P: 09 909 8750 Helpline: 0800 543 354  
E: info@lifeline.org.nz

enliven  
Maximising Independence

Family  
Works  
NORTHERN

shine\*  
making homes violence free

LIFELINE  
AOTEAROA

Family  
Works  
Resolution  
Service



**VISION:** A better life for everyone.

Enabling positive change.

Framework for achieving Mauri Ora



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